

# Success: *Newsletter for Lake County Workforce Development*

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Spring 2011

## Training Boosts Her Career in Quality Assurance

Irina was laid off from her job as a **Quality Assurance Lead** for a construction management payment company in January 2009. At first, she wasn't concerned. Her father had recently been diagnosed with cancer, and she found she needed to devote a great deal of time to his care. After he passed away, she began seeking employment intensively. She quickly discovered that the job market was highly competitive. *"My skills were out of date because all my experience was in manual quality assurance tools. All the employers wanted skills with automation tools."*

Irina was approved to receive financial assistance for training under the Workforce Investment Act (WIA) in December 2009. She took classes at Advanced Computer Training in QTP, Load Runner, SAP and Project Management.

Irina's Case Manager, Diane Luosa, describes Irina as a dedicated worker who communicated with her regularly as her training progressed.

Irina says this training made employers take a second look at her. She applied for and received a nine-month contract position at Motorola in February 2010. After that assignment ended, she received a permanent offer to work as a Quality Assurance Lead at Follet Software Company. *"They could see that I had varied experience in multiple fields. They liked my technologies. I knew automation tools and processes. That's why they hired me."* Best of all, she now earns a higher salary than she earned before the layoff. *"I am a professional and happy person. I would not have had a chance at this job without the training."*



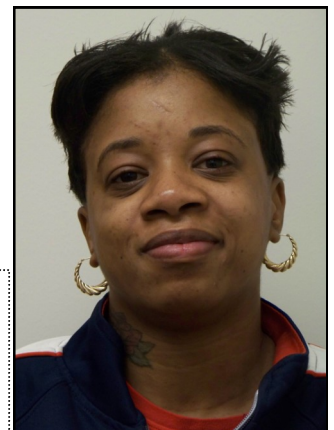
## Job Search Workshops Are Top Notch

Carrie attended her first workshop at the Job Center in March 2011. *"Someone asked me why I went to a resume workshop at the Job Center when I already had a resume. I said I didn't feel my resume was quite right. I learned a lot in the workshop and the assistance was free. This was really a blessing."*

She said three things she learned in the workshop were:

- Prepare different resumes for each field of expertise that you have.
- Use bullet points to describe jobs but don't list too many (more than 7) in a row.
- Start your resume with a *summary* instead of an *objective*.

The Job Center offers free computer/ internet access to job seekers. The Job Center in Waukegan averaged **1486** computer usages every month during 2010. This represents a 56% increase from previous years.



## Providing Business Solutions

Under the *Workforce Investment Act*, Lake County Workforce Development administers an “incumbent worker grant”. This grant is designed to help an employer train current employees. In the last three years, Lake County has provided grants to **23 employers** to train **644 workers** in new skills to remain competitive in the marketplace. One such business solution was received by Siemens Industries . . .

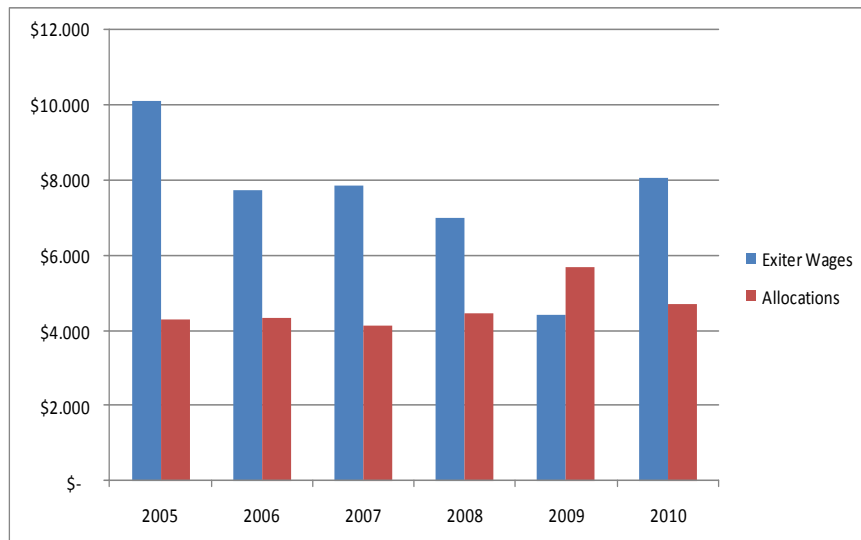
|                     |   |
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| <b>The problem</b>  | Siemens Industries initially contacted <i>Lake County Workforce Development</i> in early 2009 for assistance in training its current employees. The company wished to train its manufacturing employees in “Lean Manufacturing.”  |
| <b>The solution</b> | Under the <b><i>Incumbent Worker Grant</i></b> , <i>Workforce Development</i> was instrumental in getting over 75 employees trained in “Lean Manufacturing” in 2010. The College of Lake County provided the customized training.   |
| <b>The outcome</b>  | Reduction in repetitive manufacturing processes resulted in a cost saving of \$19,500 over a two year period.<br><br>“ <i>This training allowed our employees in Buffalo Grove to streamline our processes so that they are more efficient.</i> ” Sam Cade, Human Resources |

***Another resource we offer to employers is free online posting of job openings.  
The Business Services Team posted over 859 jobs in 2010!***

### WIA Makes Cents

As Congress continues deliberations on the federal budget, it is important to note that WIA funding makes sense.

For every dollar allocated to Lake County in the past five years, **\$1.60** has been returned to the economy in the form of wages earned by participants.



**473** customers were surveyed about the two Lake County Job Center sites in January & February 2011. **86%** described their overall satisfaction with the Job Center as “very happy” or “happy”

**Over \$2,000,000 was earned by Lake County Youth in the past two summers through the summer employment program.**

## Workforce Investment Act (WIA) Training Reflections

Lake County Workforce Development administers an adult training grant through the Workforce Investment Act (WIA). We can send qualified jobseekers to training to help them get a career with better pay and long-term growth. Some recent examples of individuals who participated WIA training include:

| <u>CURRENT JOB TITLE</u>  | TRAINING COMPLETED     | DATE EM-<br>PLOYED | HOURLY<br>SALARY<br>( to nearest<br>dollar) |
|---------------------------|------------------------|--------------------|---|
| Car Sales                 | Computer Software      | 7/2010             | \$15  |
| Care Giver                | Medical Assisting      | 7/2010             | \$9   |
| Certified Nurse Assistant | Phlebotomy             | 5/2010             | \$12  |
| Certified Nurse Assistant | Nurse Assisting        | 4/2010             | \$12  |
| Client support Engineer   | Computer Systems       | 6/2010             | \$23  |
| Computer Programmer       | PMP Net Programming    | 5/2010             | \$64  |
| Computer Programmer       | Computer Software      | 5/2010             | \$49  |
| Custodian                 | House keeping          | 5/2010             | \$9   |
| Custodian                 | House keeping          | 8/2010             | \$13  |
| Dental Assistant          | Dental Assisting       | 4/2010             | \$18  |
| Dental Assistant          | Dental Assisting       | 5/2010             | \$14  |
| Director Sales            | Microsoft Office       | 8/2010             | \$21  |
| Electronics Engineer      | Project Management     | 5/2010             | \$40  |
| Engineering Technician    | System Networking      | 5/2010             | \$29  |
| Freight Truck Driver      | Truck Driving          | 4/2010             | \$18  |
| Group Leader              | Emergency Medical Tech | 4/2010             | \$18  |
| Information Systems Mgr   | Quality Management     | 6/2010             | \$38  |
| Maintenance Mechanic      | Job Search ISM         | 9/2010             | \$18  |
| Mechanical Engineer       | CNC Programming        | 6/2010             | \$20  |
| Office Manager            | Medical Billing        | 9/2010             | \$13  |
| Production Worker         | HVAC                   | 5/2010             | \$11  |
| Project Manager           | Project Management     | 5/2010             | \$42  |
| Quality Manager           | Project Management     | 8/2010             | \$50  |
| Software Engineer         | Computer Software      | 4/2010             | \$39  |
| Software Program Analyst  | Computer ERP Training  | 3/2010             | \$35  |
| Technician                | HVAC                   | 5/2010             | \$19  |
| Tool and Die Maker        | CNC Programming        | 8/2010             | \$29  |
| Truck Driver              | CDL                    | 7/2010             | \$18  |
| Truck Driver              | Truck Driving          | 4/2010             | \$39  |

### WIA in action in Lake County

**1083** people were served by intensive training services between July 2009 and June 2010!

*“Our annual goal is to provide training and employment services to adults who were laid off. Our experienced and knowledgeable staff help clients get involved in training that will translate into good wages and long term employment.”*

*Our Job Center continues to be a hub for Lake County residents who are looking for employment and training services and other valuable social service assistance.”*

Demar Harris,  
Program Manager

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**Job Center of Lake County**

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are available upon request to persons  
with disabilities.

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**Do you have a success story to share?**

Contact editor Eva Locke at 847-377-3456

## Three Years of Job Search Pay Off

**Keith** was laid off from a Property management job in 2007 when the company he worked for was dissolved. He spent the next three years working in a variety of consulting or general contracting jobs but found he had a hard time making ends meet. Beginning in the summer of 2009, he began visiting the *Job Center of Lake County* in between consulting jobs in order to seek permanent employment. *"I spent lots of hours of not sleeping, because I was stressed."*

After many months of diligent job search, Keith found a full-time position working as a Facilities Manager for a Senior Living Complex in February 2011. He attributes much of his success to the Job Center. *"For one thing, I don't have a printer. I would come in and use the computer, printer and fax. All the tools and*

*people at the Center are very good. I'd come in and the staff would greet me by name."*

Keith said he encountered an unexpected challenge when he discovered that employers, particularly those in healthcare, were concerned about a conviction on his record that was more than 30 years old. Reggie Gaines, an Employment Specialist at the Job Center, helped him to get a waiver packet to work for a healthcare employer and contacted Keith with job leads. Keith wants other job seekers to know that they can find help while unemployed. *"People should come to the Job Center. It's amazing. You can process unemployment and so much more. It's a one-stop shop."*

